Office of Human Resources

POSITION DESCRIPTION

POSITION:	Manager, Network Planning and Services
LOCATION:	Department of Information Technology
REPORTS TO:	Assistant Director—Network & Telecommunications
GRADE:	CCRIPSA 15
WORK SCHEDULE:	35 hours per week; normally Monday - Friday

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: https://www.ccri.edu/equity/culture/guidingprinciples.html

JOB SUMMARY:

Plan, install and maintain communications networks and services for the Community College. Develop and implement strategies and tactical plans in response to College network needs and opportunities. Maintain the College's leadership in communications technology in higher education and in Rhode Island.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain daily operations of multi-campus local and wide area networks; respond to service outages and emergencies outside of normal working hours as needed.

- Evaluate, implement, and support software, systems, and network hardware for network convergence (voice, video, and data networks using one infrastructure).
- Install, configure, and maintain up-to-date network management software and tools with their underlying databases to monitor and manage the College's network.
- Plan, design, and implement all new network projects (including new construction) as well as removal of network equipment.
- Participate in and manage statewide collaborative OSHEAN (Ocean State Higher Education Academic Network) projects.
- Assume technical leadership for evolving network security, wireless and VoIp technologies.
- Participate in networking strategic and tactical planning and budget development.
- Manage network practices and policies; participate in policy definition.
                    Other related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

- Recruit, evaluate, train and supervise network support staff.

LICENSES, TOOLS AND EQUIPMENT:

- Must be proficient in the use of telecommunications systems and office systems such as word processing, spreadsheets, etc.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions although will, at times, be required to perform work in manholes, attics, observation decks, rooftops, and other potentially adverse locations. This position requires 24 hour call-back in cases of emergency and supervisory presence, when required, on all shifts.

QUALIFICATIONS:

- Bachelor's degree or an equivalent combination of post-secondary education and additional experience is required.
- Five years' experience in technical support, including project management with large-scale telecommunications networks and systems
- Strong interpersonal and communication skills
- Availability for emergency call-in
- Ability to travel and support all campuses
- Experience in the following areas preferred: computer programming, relational databases, inventory management/work order/trouble reporting systems, LAN/WAN equipment, network protocols, analog video, modems/modem pools, network management systems, Windows, Macintosh OS, UNIX
- A Rhode Island Telecommunications System Technician's License and certificates such as CISCO, CAN, and experience in higher education also preferred
- Strong service orientation, interpersonal, and communication skills for a diverse set of clients required.

All requirements are subject to possible modification to reasonably accommodate individuals with

disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf

BFS501050_JUN2006